

## Reaching out

### Your concerns are important to us

Greene County Children Services wants you to be satisfied with our services and your experience with us. If you have a question, concern or complaint, the first step is to talk to your caseworker.

If you have further concerns about our services that cannot be resolved with your caseworker, please call us and ask to speak to your caseworker's supervisor for information about our grievance procedure. If these communication channels fail, we also have an Ombudsman program available to make sure all of your concerns are addressed fairly and completely.



601 Ledbetter Rd. Suite A  
Xenia, OH 45385

937.562.6600



*It takes a community to protect a child*



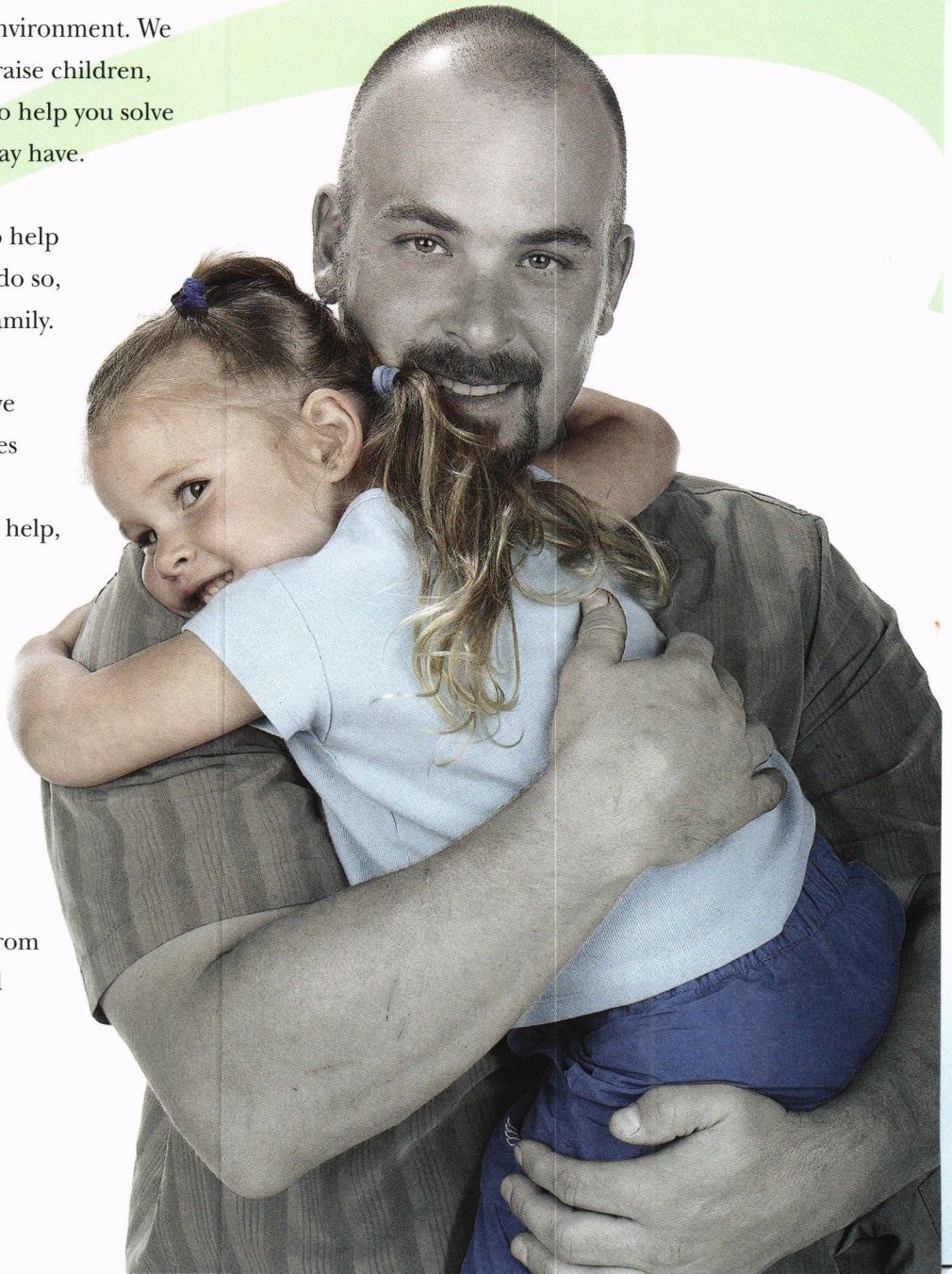
# Reaching out to strengthen families

**When Greene County Children Services receives a concern** about your family, we are here to help you. It is our responsibility to look into the concern to see if you may need our services and to make sure that children in the home are living in a safe and loving environment. We understand how stressful it can be to raise children, so we offer support and information to help you solve problems or challenges your family may have.

**We want to work with you** to help strengthen your family, if needed. To do so, we must do an assessment with your family. We want you to know what to expect during our assessment and the steps we will go through to decide if our services are needed.

If it is determined that you need our help, we can work in partnership with you to develop a solution that will benefit everyone in your household. Our goal is to empower you to make the best decisions for your family – now and in the future.

**Our mission**, with the support of the community, is to provide family-centered services to protect children from abuse and neglect by building safe and permanent families.





## About us

Greene County Children Services helps provide the support many families need to offer their children safe and loving homes. We offer a spectrum of services from family assessment and support to temporary and permanent child placement through foster care, adoption, group home and independent living programs. Every day we assess reports of abuse or neglect, collaborate with other organizations that serve children in Greene County, and help families meet the needs of our community's most vulnerable children.

### VISION STATEMENT

**It is the vision of the agency that:**

- Every child has a permanent family which provides a safe, loving environment that is emotionally and economically stable and meets their physical, emotional, educational, cultural, spiritual, developmental and special needs.
- All families have the skills and resources to maintain their integrity, develop each member's full potential, function to the best of their ability, and be responsible to their family members.
- The community invests in the future of its children by improving families through service delivery.
- Community members respect diversity and support the strengths of the racial, cultural, and ethnic heritage of families and neighborhoods.

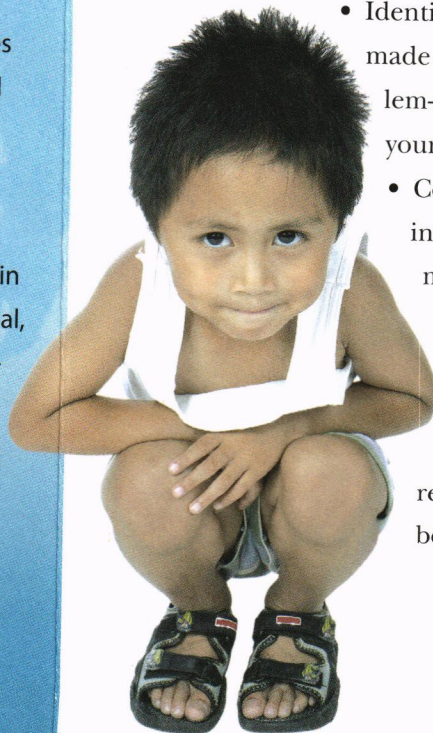
## Stabilizing fam

A family assessment is one way that Greene County Children Services helps our community maintain safe and nurturing homes for children. Assessments help us understand how well families are functioning and determine if children are safe and getting adequate care.

### During a family assessment, you can expect us to:

- Send a caseworker to your home to explain the concern we received, hear your perspective on the situation and gather information.
- Ask questions and talk to members of your household. This will help us determine what we can do to help maintain the family and help you make sure your children's needs are being met.
- Assess your family's strengths and work in partnership with you to decide if you need our services.
- Identify any changes that can be made and help you develop problem-solving strategies to benefit your whole family.
- Complete the assessment in 45 – 60 days; exceptions may occur.
- Send you a letter explaining what, if anything, will happen next.

Most concerns can be resolved without any services beyond the assessment.





# ilies and developing problem-solving skills

**As a parent, you have many rights and responsibilities.** Your main responsibility is caring for your family. When working with Greene County Children Services, you also have the following rights:

- To be treated with dignity and respect.
- To have your identity kept private.
- To receive services from a professional caseworker with current knowledge of agency services, procedures, community resources and standards.
- To work with a caseworker in planning services for your family and to be involved in decision making for your child.
- To receive a full explanation of what is happening during an assessment with the opportunity to ask questions when you do not understand something.
- To let us know when you are not satisfied with our services.

**Children have rights, too.**

They include:

- To live in a permanent home where they can grow and flourish in an environment that is free from abuse and neglect.
- To have adequate food, shelter and clothing.
- To receive appropriate health care and medical attention.
- To receive support, guidance and educational opportunities to aid in their development.
- To understand what is happening to them with explanations about any changing family relationships.

It is our job to make sure children are living in a safe environment. Our goal is to protect children and keep families living together. If children cannot remain safely within their own home, we will work with you to develop a temporary, safe living arrangement.

